In the Claims

1   1. (Previously presented) A method for handling jobs within a computer system,

2 comprising:

3   in response to a request for a job to be performed, generating a work item representing

4 the job to be performed, the work item comprising a category, a state, a change history, and a

5 description of the job represented by the work item, the job comprising a customer-generated

6 request;

7   placing the work item into a particular queue in a plurality of queues based at least in

8 part on the category of the work item, each queue in the plurality of queues being for storing

9 work items representing jobs to be performed;

10   in turn, opening the work item in the particular queue in response to a request from a

11 business process, and executing one or more tasks on the work item, each task being for

12 resolving at least a portion of the job represented by the work item by resolving at least a

13 portion of the customer-generated request; and

14   after executing the one or more tasks on the work item:

15   modifying the state of the work item in response to execution of the one or

16 more tasks;

17   updating the change history of the work item in response to execution of the

18 one or more tasks;

19   if the job represented by the work item is complete, archiving the work item;

20 and

21   if the job represented by the work item is not yet complete, placing the work

22 item into one of the plurality of queues based at least in part on one or more tasks to be

23 executed on the work item.

1   2. (Previously presented) The method of Claim 1, wherein executing a task

2 comprises modifying the work item.

1 3. (Previously presented) The method of Claim 1, wherein executing a task
2 comprises one or more of:
3 sending an e-mail to a person; and
4 sending a fax to a person.

1 4. (Canceled)

1 5. (Previously presented) The method of Claim 1, wherein executing a task
2 comprises moving the work item to a queue different from its present queue.

1 6. (Previously presented) The method of Claim 1, wherein executing one or more
2 tasks comprises:
3 invoking one or more composite actions, each of the one or more composite actions
4 including a rule and at least one task to be executed as a result of evaluation of the rule;
5 evaluating the rule for each of the one or more composite actions; and
6 executing the task corresponding to the evaluation of the rule.

1 7. (Previously presented) The method of Claim 1, wherein the work item further
2 comprises an identification of a party that created the work item.

1 8. (Canceled)

1 9. (Previously presented) The method of Claim 1, wherein the work item further
2 comprises a due date for the work item indicating when the job represented by the work item
3 should be resolved.

1 10. (Previously presented) The method of Claim 1, wherein the work item further
2 comprises a current location for the work item, the current location for the work item
3 identifying the queue in which the work item has been placed.

1   11.   (Previously presented) A system for handling jobs within a computer system,

2   comprising:

3   one or more memory units operable to store a plurality of queues, each queue in the

4   plurality of queues being for storing one or more work items; and

5   one or more processing units collectively operable to:

6   generate, in response to receiving a request for a job to be performed, a work

7   item representing the job to be performed, the work item comprising a category, a state, a

8   history, and a description of the job represented by the work item;

9   place the work item into a particular queue in the plurality of queues based at

10   least in part on the category of the work item, each queue in the plurality of queues for

11   storing work items representing jobs to be performed;

12   in turn, open the work item in the particular queue in response to a request

13   from a business process, and executing one or more tasks on the work item, each task being

14   for resolving at least a portion of the job represented by the work item; and

15   after executing the one or more tasks on the work item:

16   modify the state of the work item in response to execution of the one or

17   more tasks;

18   update the change history of the work item in response to execution of

19   the one or more tasks;

20   archive the work item if the job represented by the work item is

21   complete; and

22   place the work item into one of the plurality of queues based at least in

23   part on one or more tasks to be executed on the work item if the job represented by the work

24   item is not yet complete.

1   12.   (Previously presented) The system of Claim 11, wherein the one or more

2   processing units execute at least one task by invoking one or more composite actions, each

3   composite action being stored in the one or more memory units and comprising:

4   a rule to be evaluated; and

5   at least one task to be performed executed as a result of evaluation of the rule.

1   13.   (Original) The system of Claim 12, wherein the rule evaluates to a value of

2   true or false.

1   14.   (Previously presented) The system of Claim 13, further comprising a set of

2   rules to be evaluated if there is no rule to be evaluated.

1   15.   (Previously presented) The system of Claim 11, wherein the work further

2   comprises an identification of a party that created the work item.

1   16.   (Canceled)

1   17.   (Previously presented) The system of Claim 11, wherein the work item further

2   comprises a due date for the work item indicating when the job represented by the work item

3   should be resolved.

1   18.   (Previously presented) The system of Claim 11, wherein the work item further

2   comprises a current location for the work item, the current location for the work item

3   identifying the queue in which the work item has been placed.

1   19.   (Previously presented) The method of Claim 1, wherein the work item is a

2   computer-implemented object.

1   20.   (Previously presented) The method of Claim 1, wherein the business process is

2   automated such that the business process automatically opens the work item in the particular

3   queue.

1   21.   (Previously presented) The method of Claim 1, wherein the work item persists

2   until the job represented by the work item is completed.

1 22.   (Previously presented) The method of Claim 1, wherein the state of the work

2 item comprises one or more of:

3   an open state indicating that the work item is currently opened by a business

4 process and is currently not available to be opened by another business process; and

5   a closed state indicating that the work item is waiting in its associated queue

6 for one or more tasks to be performed on the work item by a business process.

1 23.   (Previously presented) The method of Claim 1, further comprising providing a

2 plurality of composite actions, each composite action comprising:

3   a rule for determining an appropriate action to be performed on the work item;

4   a first set of one or more actions to be performed if the rule evaluates to TRUE; and

5   a second set of one or more actions to be performed if the rule evaluates to FALSE;

6 and

7   wherein executing one or more tasks on the work item comprises invoking one or

8 more of the plurality of composite actions.

1 24.   (Previously presented) The method of Claim 23, wherein:

2   each category is associated with a composite action; and

3   the method further comprises, in response to generating a work item, specifying the

4 category of the work item based on the job represented by the work item, a rule associated

5 with the composite action that is associated with the category of the work item determining

6 the particular queue in which the work item should be placed.

1 25.   (Previously presented) The method of Claim 1, wherein the job comprises a

2 customer problem associated with a product or service, the job being completed when the

3 customer's problem is resolved.

1 26.   (Previously presented) The system of Claim 11, wherein a task comprises

2 modifying the work item.

1   27.   (Previously presented) The system of Claim 11, wherein a task comprises one
2   or more of:

3   sending an e-mail to a person; and

4   sending a fax to a person.

1   28.   (Previously presented) The system of Claim 11, wherein a task comprises
2   moving the work item to a queue different from its present queue.

1   29.   (Previously presented) The system of Claim 11, wherein the work item is a
2   computer-implemented object.

1   30.   (Previously presented) The system of Claim 11, wherein the business process
2   is automated such that the business process automatically opens the work item in the
3   particular queue.

1   31.   (Previously presented) The system of Claim 11, wherein the work item
2   persists until the job represented by the work item is completed.

1   32.   (Previously presented) The system of Claim 11, wherein the state of the work
2   item comprises one or more of:

3   an open state indicating that the work item is currently opened by a business
4   process and is currently not available to be opened by another business process; and

5   a closed state indicating that the work item is waiting in its associated queue
6   for one or more tasks to be performed on the work item by a business process.

1   33.   (Previously presented) The system of Claim 11, wherein the one or more
2   memory units store a plurality of composite actions, each composite action comprising:

3   a rule for determining an appropriate action to be performed on the work item;

4   a first set of one or more actions to be performed if the rule evaluates to TRUE; and

5   a second set of one or more actions to be performed if the rule evaluates to FALSE;
6   and

7   wherein the one or more processing units execute one or more tasks on the work item
8   by involving one or more of the plurality of composite actions.

1   34.   (Previously presented) The system of Claim 33, wherein:

2   each category is associated with a composite action; and

3   the one or more processing units are further operable to, in response to generating a

4   work item, specify the category of the work item based on the job represented by the work

5   item, a rule associated with the composite action that is associated with the category of the

6   work item determining the particular queue in which the work item should be placed.

1   35.   (Previously presented) The system of Claim 11, wherein the job comprises a

2   customer problem associated with a product or service, the job being completed when the

3   customer's problem is resolved.